



■ CLASSIFICATION PURPOSE

To monitor, evaluate and audit the quality of services provided by the Emergency Medical Services (EMS) system and correctional/detention institutions; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

This class is found in the Health and Human Services Agency (HHS) and in the Probation Department. Under direction, Quality Assurance Specialists perform quality assurance audits of the Prehospital and Trauma care programs and correctional/detention institutions.

■ FUNCTIONS

The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Collaborates with the agencies within the system to develop and implement quality improvement activities.
2. Performs surveillance activities and monitors quality improvement efforts.
3. Investigates patient and provider complaints and grievances.
4. Monitors and evaluates base hospital reviews for adherence to appropriate patient care protocols and patient care management.
5. Monitors and evaluates use of appropriate triage of trauma patients.
6. Monitors and evaluates contract compliance for base hospitals, prehospital care providers and trauma centers.
7. Assists in developing and implementing quality improvement programs for trauma center facilities, base hospitals, and provider agencies.
8. Performs data analyses to include collection of data from trauma registries and prehospital patient records, bypass logs, and data forms.
9. Maintains data to evaluate prehospital and trauma systems.
10. Reviews monthly reports from base hospitals, correctional institutions and trauma centers to evaluate system operation.
11. Reviews trauma data to determine impact on preventable deaths.
12. Prepares and reviews reports on system communication problems and prehospital problems caused from bypass or diversion of communication.
13. Participates in developing and teaching community education programs in trauma and emergency care.
14. Assists in development of EMS goals for delivering emergency and trauma care.
15. Participates in EMS system committees.
16. Collaboratively develops goals for delivering prehospital and trauma care.
17. Develops the EMS and Trauma Management Plan.

18. Collaborates with constituent groups within EMS to develop and update EMS and trauma policies, procedures, and treatment protocols.
19. Assists in writing grant proposals for additional funding for EMS programs, management and research.
20. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.
21. Functions as the EMS Duty Officer, in the EMS Division, on a rotational basis with other Quality Assurance and EMS Specialists in order to provide management continuity during the evening hours, and on weekends and holidays.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Approaches, techniques, and criteria used in the measurement, assessment, and improvement of quality care.
- Quality improvement, control standards and measurement tools.
- Operational and medical auditing principles.
- Principles and practices of general nursing (anatomy, physiology, microbiology, social and legal aspects, nutrition, and pharmacology).
- Medical procedures, medications, and equipment currently used in the delivery of patient care.
- Principles of patient safety.
- Emergency medical procedures.
- Common injuries, and complications and disabilities related to traumatic injuries.
- Basic statistics.
- Adult education methods.
- Principles of interviewing and counseling.
- Change theory as it relates to quality assurance.
- Systems theory as it relates to the Emergency Medical Services System.
- Community resources and services.
- Interpersonal and communication skills including tact, diplomacy, flexibility, and ability to facilitate change.
- Telephone, office, and online etiquette.
- County customer service objectives and strategies.

Skills and Abilities to:

- Analyze and assess emergency medical systems for quality assurance/improvement.
- Assess and evaluate patients' medical condition and care.
- Respond appropriately to medical and institutional emergencies.
- Evaluate the accuracy of records, charts, and reports on emergency medical and trauma related activities.
- Identify potential patient care/risk management issues and collaboratively develop and implement remedial processes, through education or discipline, as required by the magnitude of the issue.
- Observe, assess, and evaluate patient care and treatment with multi-disciplinary staff, law enforcement officers, and others.
- Write clear, concise reports and routine correspondence.
- Analyze written information.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds.
- Provide prompt, efficient and responsive service.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

1. Three (3) years of full time registered nursing experience to include at least 18 months of full time registered nursing experience in a trauma department, critical care unit, community clinic, correction/detention facility or emergency room; OR,
2. Eighteen months performing quality assurance/improvement audits/activities for publicly funded health plans, managed care administrative service organizations, or nursing or prehospital care.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Constant sitting and use of both hands for simple grasping. Frequent use of hands for fine manipulation. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, climbing, kneeling, pushing and pulling with both hands, reaching above and below shoulder level, and lifting and carrying files/boxes weighing up to 50 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

A current California Registered Nurse license is required at the time of appointment.

Possession of one or more of the following certificates is highly desirable:

- Advanced Cardiac Life Support (ACLS) Certificate
- Mobile Intensive Care Nurse (MICN) Certificate
- Critical Care Registered Nurse (CCRN) Certificate
- Certified Emergency Nurse (CEN) Certificate

Working Conditions

Office environment; exposure to computer screens. Employees will be required to travel to locations within the County. Employees may be occasionally required to travel and walk outdoors in rugged terrain. Employees may be exposed to areas that are affected by disasters or emergencies, or other areas that are considered unpredictable and uncertain. Employees may be exposed to varying weather conditions. Employees may be required to work outside of normal business hours when responding to emergencies and disasters, and may be required to work on an on-call basis during evenings, weekends, and holidays.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 6 months (Civil Service Rule 4.2.5).

New: April 1, 1988
Revised: August 24, 2001
Reviewed: Spring 2003
Reviewed: June 15, 2004
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